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## Internal whistleblowing as a conflict resolution mechanism

In terms of conflict resolution, internal whistleblowing can prevent bad blood between the employers and employees. Internal whistleblowing can enable the improvement of relations between employees and employers and can be a constructive quality improvement mechanism. If a company does have mechanisms so that employees can let off steam within the company, such a company can use internal whistleblowing as a way of solving internal conflict, retaining employees and customers. External whistleblowing is a symptom that internal reporting mechanisms and the much needed supporting environment to enable conflict resolution, has failed. Such an institution needs to recognise external whistleblowing

as a symptom of internal malfunctioning and needs to take steps to prevent uncontrolled outcomes. External whistleblowers and possible court cases can cause serious harm to any institution that builds its reputation on trust and integrity. A public scandal because of external whistleblowing can reduce the share price of a company to junk status within days. Compared to external whistleblowing, internal whistleblowing is always in the best interest of the employer, because it is in a controlled and isolated environment. However, the outcome of internal whistleblowing is not necessarily in the best interest of employees and dissatisfaction can contribute to external whistleblowing. The best companies provide mechanisms to



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encourage internal whistleblowing as an internal safety valve to improve communication and internal conflict resolution.

### • References

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